



K A N S A S

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ATTENTION FIRE HOUSE SOFTWARE USERS

We have found a flaw in the export function of Firehouse software for at least versions 5.4.X thru 6.3.10. When you make changes to an incident, the export function treats it as a delete and then adds the incident as a new incident. This is fine as long as your changes are only to a single incident. If you make changes to an incident that has multiple exposures, then this action causes major problems at our level. When the main incident is deleted the associated exposures are also deleted at the state level because they are all associated with the main incident. When the main incident is added you no longer have the exposures in our system. To get around this problem all fire departments using firehouse software and are making changes to an incident that has exposures need to make sure on the screen that you select your date range to check the box under the options that states "export all incidents in this range as new incidents even though they may have already been exported". The range will need to include the exposures that are associated with the main incident. This may create a large transaction file, but it doesn't cause a problem here as all the other incidents will just override the incidents currently in the system, but at least you won't lose exposures that are currently in the system. If you have any questions, please call John Weckerling at 785-296-4198 or Brenda Reber at 785-296-0660.